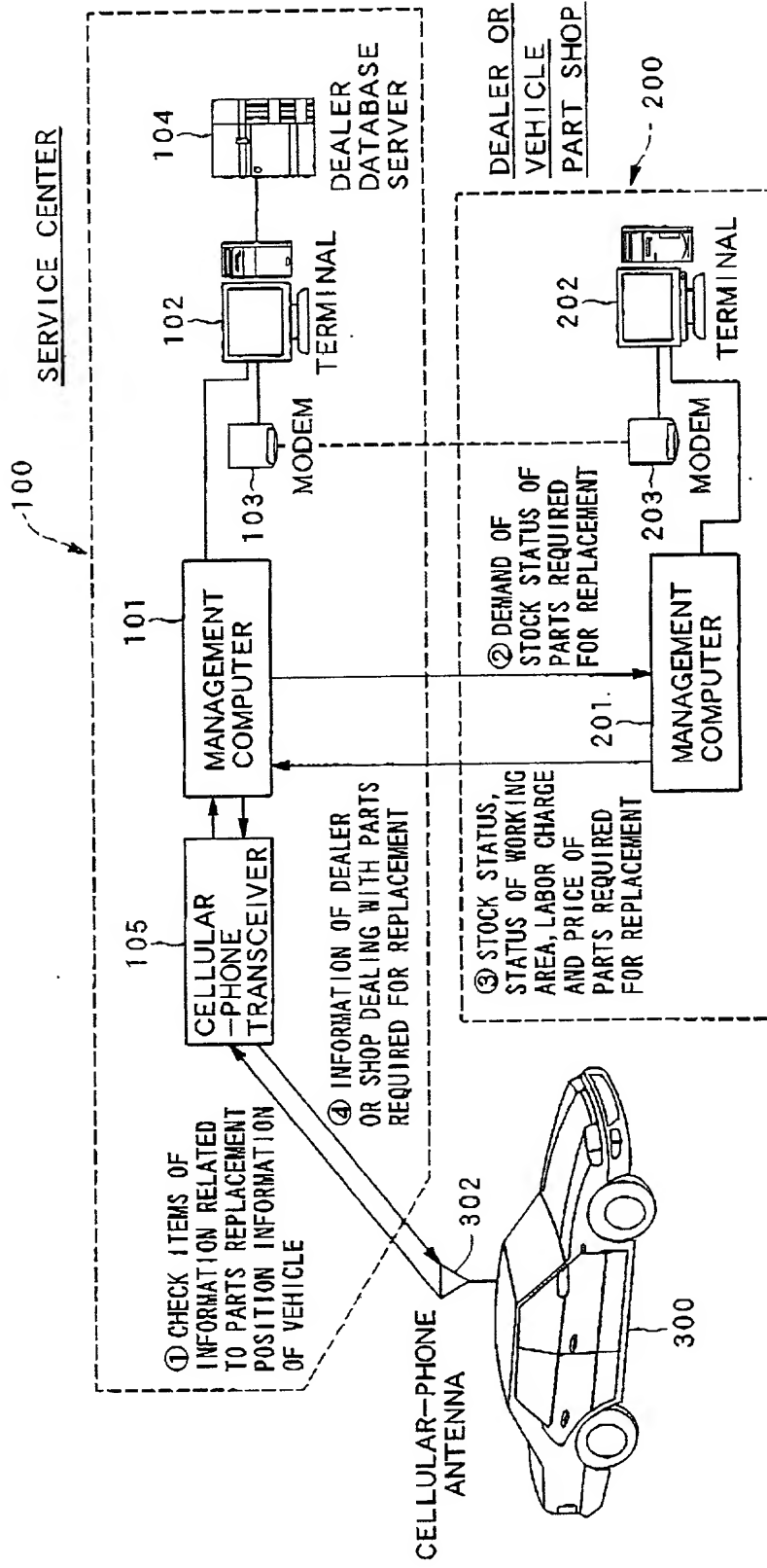


FIG. 1



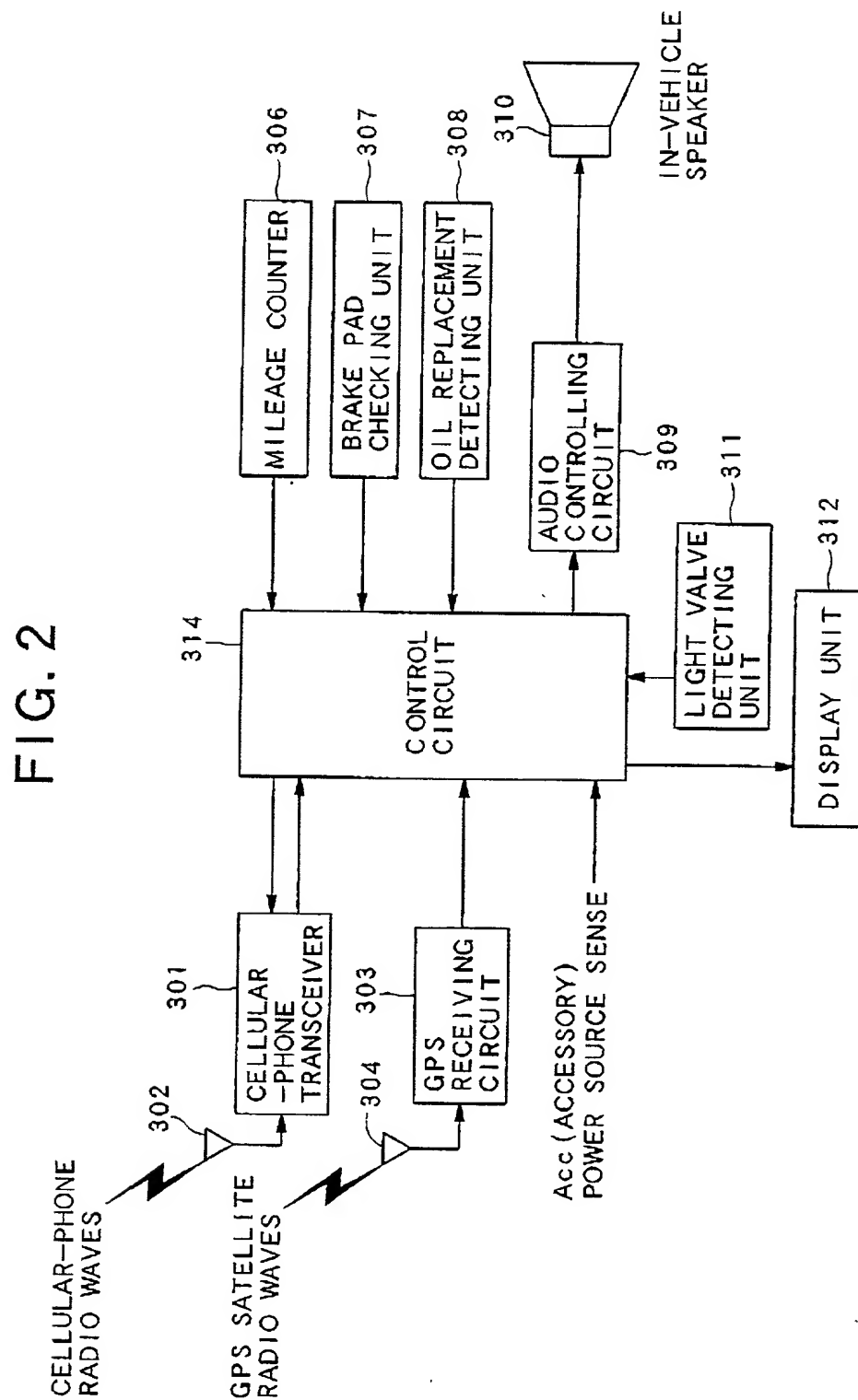


FIG. 3

FLows AND CONTENTS OF ITEMS OF INFORMATION
IN THE CASE OF REPLACING PARTS OF VEHICLE

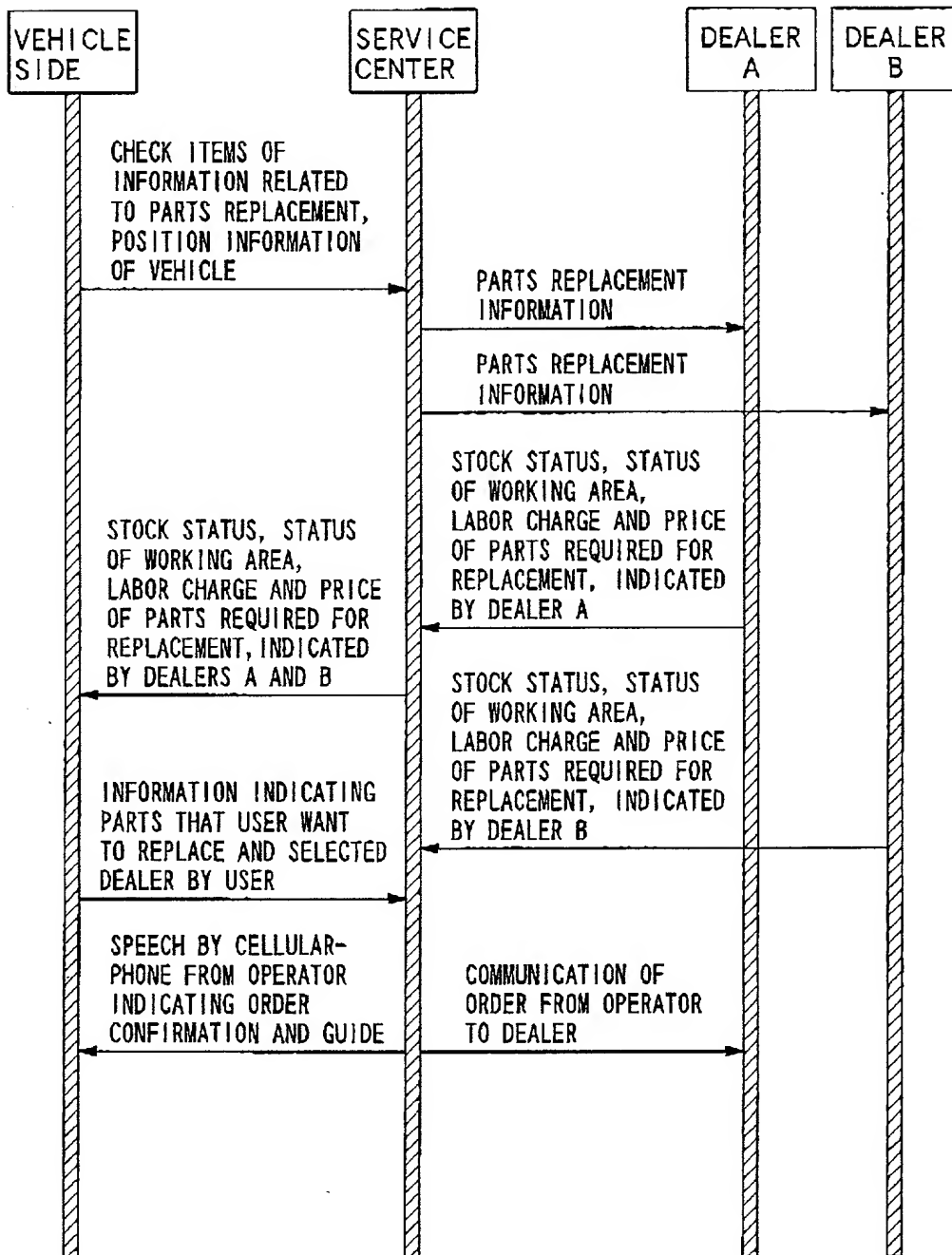


FIG. 4

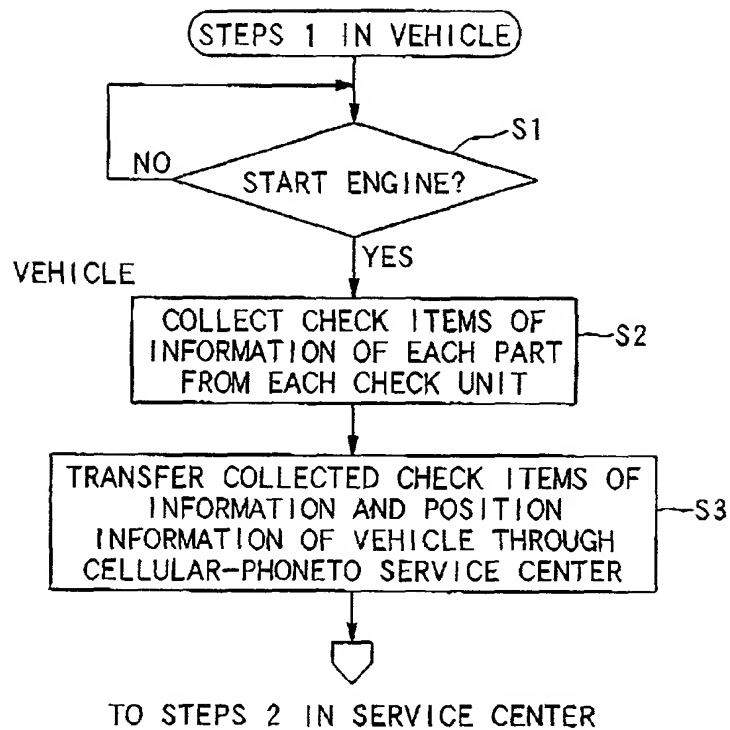


FIG. 5

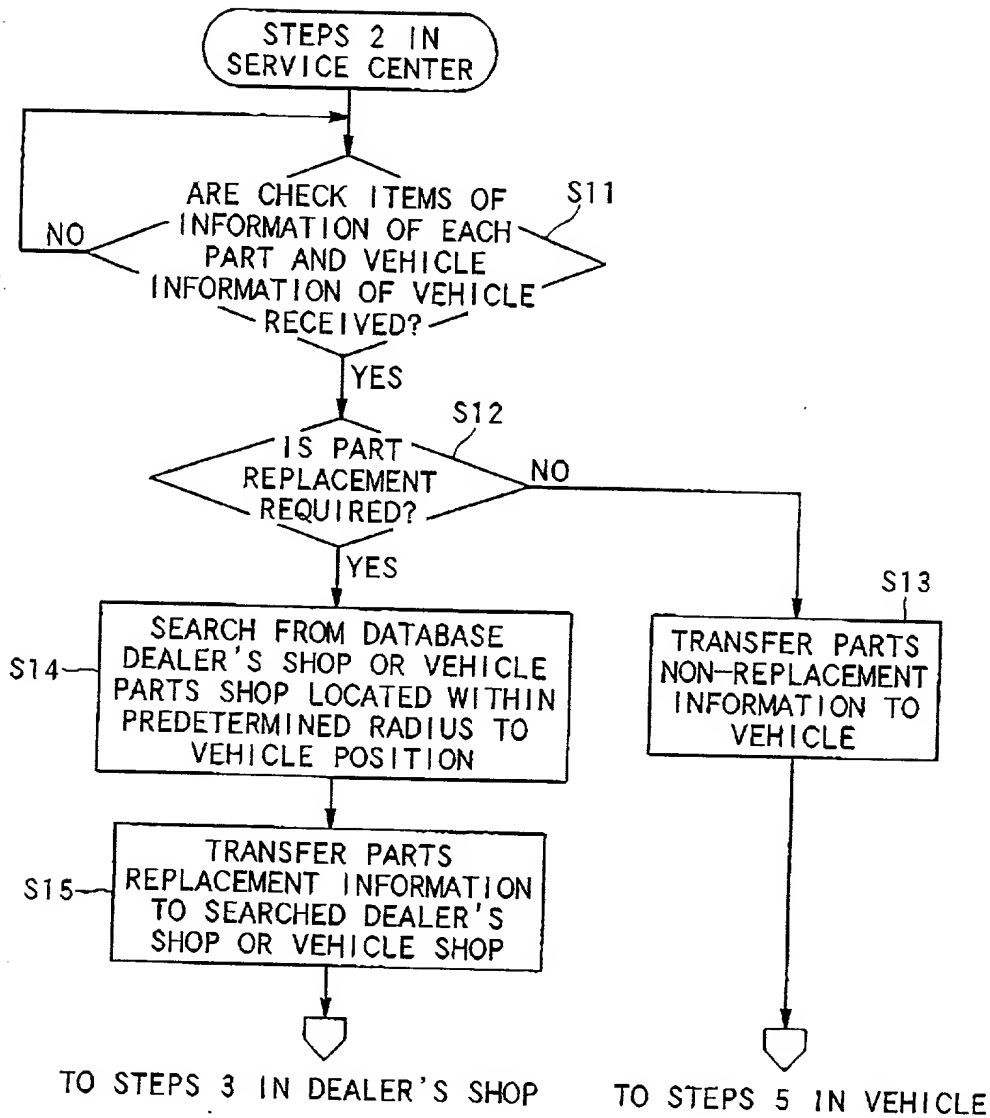


FIG. 6

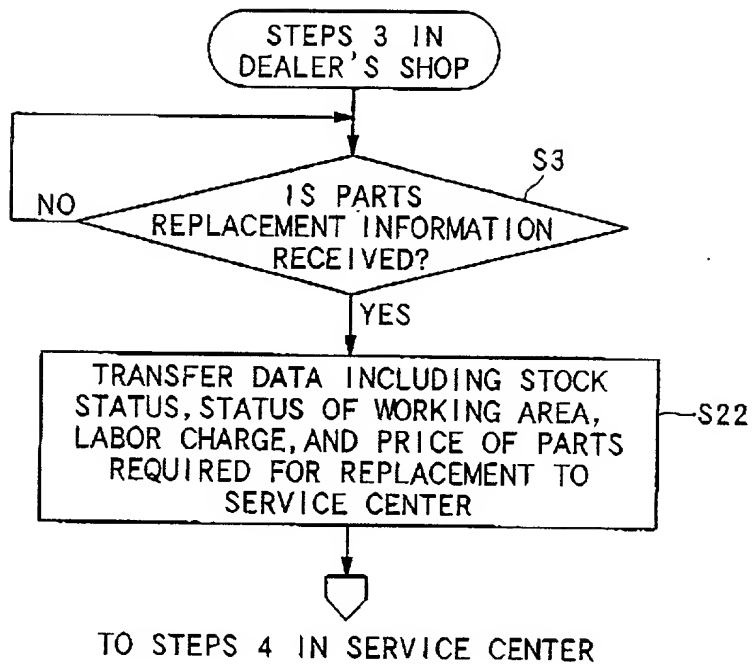


FIG. 7

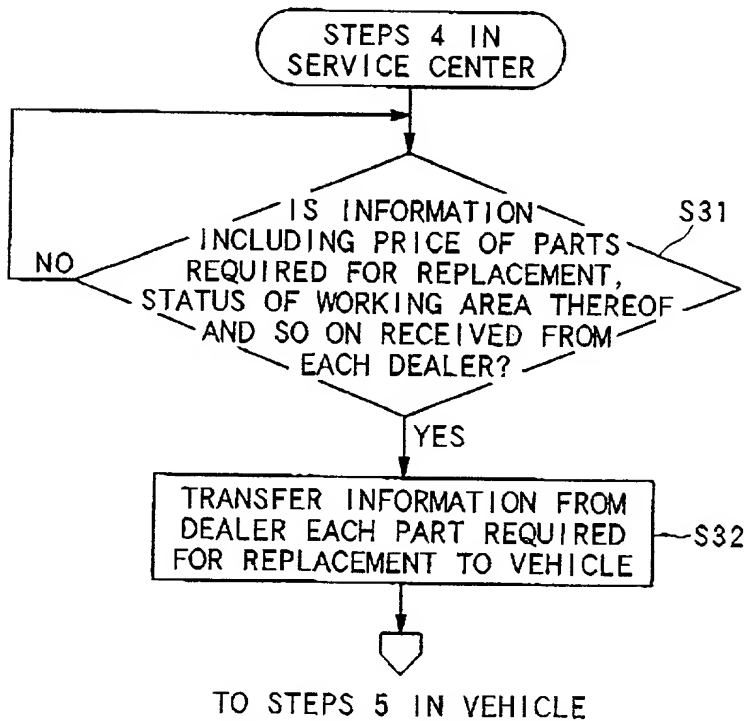


FIG. 8

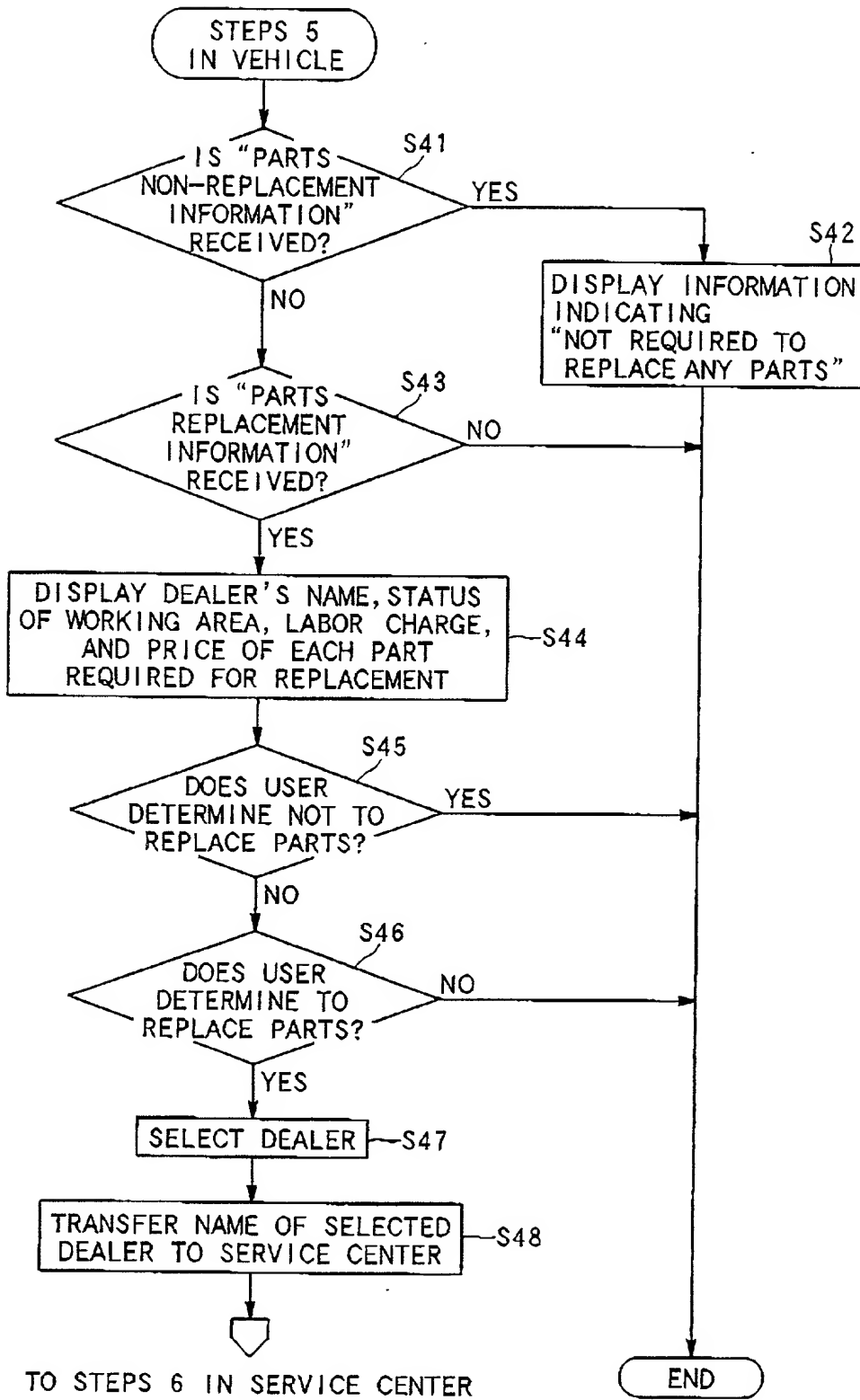


FIG. 9

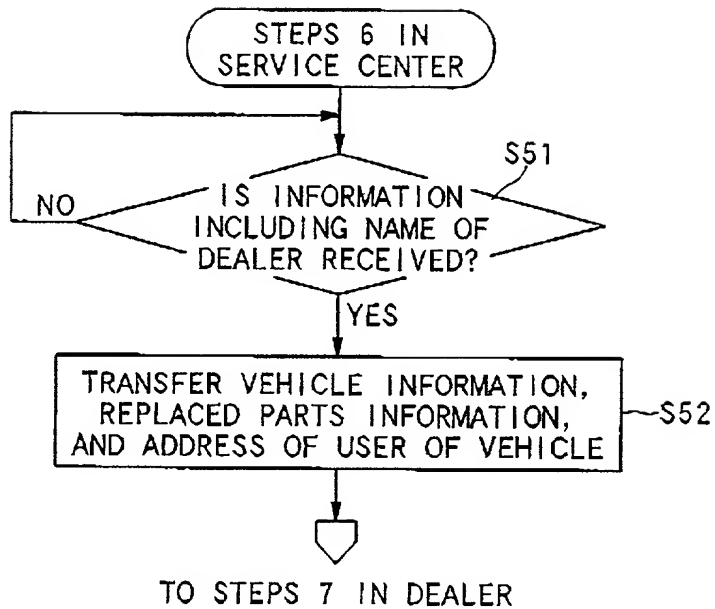


FIG. 10

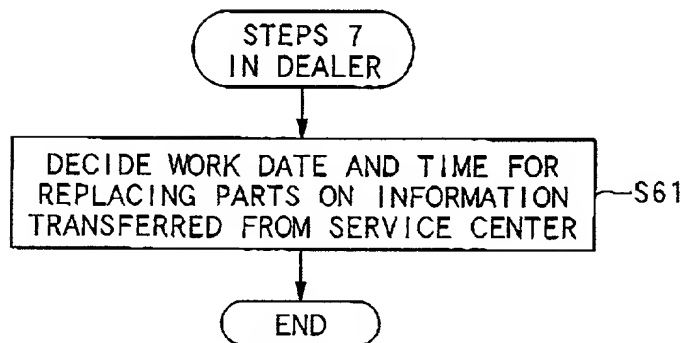


FIG.11

EXAMPLE OF DISPLAYED INFORMATION PROCESSED BY COMPUTER OF
SERVICE CENTER AND TRANSFERRED FROM VEHICLE TO SERVICE CENTER

VEHICLE NAME:MI...			CHECK DATE AND TIME:2000/12/01	
VEHICLE POSITION:SAITAMAKEN SAKATOSHI...				
USER:TAROU YAMANAKA			CONTACT ADDRESS:090-3...	
NAME OF CHECKING UNIT		RECORD		CHECKED RESULT
MILEAGE		41, 000km		—
OIL REPLACEMENT DATE		2000/06/03		REPLACEMENT REQUIRED
OIL FILTER REPLACEMENT DATE		2000/01/10		REPLACEMENT REQUIRED
BRAKE PAD		REMAINING 85%		—
TIRE REPLACEMENT DATE		1998/10/02		REPLACEMENT REQUIRED
LIGHT VALVE		2000/10/03		—

FIG.12

EXAMPLE OF DISPLAYED INFORMATION
TRANSFERRED FROM SERVICE CENTER TO DEALER

MANUFACTURER: MI...		VEHICLE NAME: MI...	
NAME OF PARTS REQUIRED FOR REPLACEMENT	MODEL NUMBER	MANUFACTURER	
TIRE(225/SR15)	TNW-225/SR15	YOK...	
OIL	DW3	A...	
OIL FILTER	M16-C	MI...	

FIG.13

EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM DEALER TO SERVICE CENTER

DEALER'S NAME: DEALER A							
NAME OF PARTS REQUIRED FOR REPLACEMENT	MODEL NUMBER	MANUFACTURER	STOCK STATUS	STATUS OF WORKING AREA	PRICE	LABOR CHARGE	TOTAL AMOUNT
TIRE(225/SR15)	TNW-225/SR15	YOK...	NO STOCK	—	—	—	—
OIL	DW3	A...	STOCK	POSSIBLE AT ONCE	¥2,000	¥500	¥2,500
OIL FILTER	M16-C	MI...	STOCK	POSSIBLE AT ONCE	¥3,500	¥500	¥4,000

FIG.14

404 EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM SERVICE CENTER TO VEHICLE

NAME OF PARTS REQUIRED FOR REPLACEMENT:TIRE(225/SR15)		NAME OF PRESENTLY USED PARTS:TNW-225/SR15					
DEALER'S NAME	MODEL NUMBER	MANUFACTURER	STOCK STATUS	STATUS OF WORKING AREA	PRICE	LABOR CHARGE	TOTAL AMOUNT
DEALER'S NAME A	—	—	NO STOCK	—	—	—	—
DEALER'S NAME B	TNW-225/SR15	YOK...	STOCK	WAIT FOR 2 HOURS	¥12,000	¥500	¥12,500
DEALER'S NAME C	DWW-225/SR15	BRI...	STOCK	POSSIBLE AT ONCE	¥10,000	¥500	¥10,500

DEALER'S DETAIL INFORMATION

NOT REPLACE

NEXT PART INFORMATION

405
401
402

FIG.15

409 EXAMPLE OF DEALER'S DETAIL INFORMATION

DEALER'S NAME:DEALER C		ADDRESS:SAITAMAKEN SAKATOSHI...		TEL:049...			
NAME OF PARTS REQUIRED FOR REPLACEMENT	MODEL NUMBER	MANUFACTURER	USED PART	STATUS OF WORKING AREA	PRICE	LABOR CHARGE	TOTAL AMOUNT
TIRE	DWW-225/SR15	BRI...	DIFFERENT	POSSIBLE AT ONCE	¥10,000	¥500	¥10,500
OIL	DW3	A...	SAME	WAIT FOR 20 MIN	¥2,000	¥500	¥2,500
OIL FILTER	M16-C	M...	SAME	WAIT FOR 20 MIN	¥3,500	¥500	¥4,000

RETURN

ORDER

407
408